



Republic of the Philippines
Department of Environment and Natural Resources
NATIONAL WATER RESOURCES BOARD

RESOLUTION NO. 15-0719
July 31, 2019 – 192nd Board Meeting

**POLICY ON STREAMLINING AND PROCESS IMPROVEMENT OF NWRB'S
FRONTLINE SERVICES IN COMPLIANCE WITH R.A. 11032**

WHEREAS, the National Water Resources Board (NWRB) is a national government agency that is mandated to regulate all uses of water resources, including allocation, conservation and protection consistent with sustainable development;

WHEREAS, among the frontline services of the NWRB are the issuance of Water Permits to regulate water resources for various uses, and the granting of Certificates of Public Convenience to authorize the operation of private water supply systems;

WHEREAS, several frontline services of NWRB such as the issuance of Water Permit, Certificate of Public Convenience, resolutions of water use conflicts and petitions require multiple stages that involve research, field trials, scientific methodology and legal processes;

WHEREAS, Republic Act No. 11032, otherwise known as "Ease of Doing Business and Efficient Government Service Delivery Act of 2018" was enacted on May 2018. It aims to improve and speed up the delivery of frontline services of the government by simplifying the process of issuance of permits and licenses;

WHEREAS, under the issued Implementing Rules and Regulations of the Act, all government agencies such as national or local, government-owned and controlled corporations including other instrumentalities shall comply with the prescribed maximum twenty (20) working days processing time for highly technical applications, which may be extended only once for the same number of days or maximum of forty (40) days;

WHEREAS, with the passage of the Act there is a need to formulate policy changes that would address the further reduction in the processing time, transaction cost and number of required documents and the measurement of the client/citizen satisfaction level to determine the effectiveness of the process improvements;

WHEREAS, to be able to conform with the allowable processing time for the highly technical applications, the streamlined process shall apply for the issuance of Conditional Water Permit (CWP) in lieu of the issuance of Water Permit and the issuance of Provisional Authority in lieu of the Issuance of Certificate of Public Convenience (CPC);

NOW THEREFORE, BE IT RESOLVED, AS IT IS HEREBY RESOLVED, to adopt the following streamlining and process improvement of NWRB's frontline services:

STREAMLINING AND PROCESS IMPROVEMENT OF NWRB'S FRONTLINE SERVICES										
NAME OF SERVICES (1)	Number of Steps (2)		TURNAROUND TIME (3)		NUMBER OF SIGNATURES (4)		NUMBER OF REQUIRED DOCUMENTS (5)		TOTAL TRANSACTION COST INCURRED BY THE TRANSACTIONING PUBLIC/ CLIENT (6)	
	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
HIGHLY TECHNICAL										
1. (a.) Application/Issuance of Conditional Water Permit (other uses)	11	9	6mos.	40 days	5	3	12	12	P550.00 – for Municipal Use Level 1 and Level 2 and Irrigation (Individual/Co mmunal); P7, 200.00 for other uses.	P550.00 – for Municipal Use Level 1 and Level 2 and Irrigation (Individual/Co mmunal); P7, 200.00 for other uses.
(b.) Power Generation	11	8	6mos.	40 days	5	3	12	12		
2. (a.) Resolution of Water Use Conflict Cases	10	8	1 year	40 days	3	3	1	1	P8500.00 for Protest/Water Use Conflict, P1000.00 - Appeal Fee; Rate Adjustments/I ncrease - P10,000.00; Sale/Transfer/ Lease - P5,000.00; Extension Service - P5,000.00; Re- Appraisal/Re- Evaluation - P10,000.00; Change in Name - P1000.00; Change in Purpose - P5,000.00; Change in Discharge granted - P7,200.00	P8500.00 for Protest/Water Use Conflict, P1000.00 - Appeal Fee; Rate Adjustments/I ncrease - P10,000.00; Sale/Transfer/ Lease - P5,000.00; Extension Service - P5,000.00; Re- Appraisal/Re- Evaluation - P10,000.00; Change in Name - P1000.00; Change in Purpose - P5,000.00; Change in Discharge granted - P7,200.00
(b.) Resolution of Petition without Opposition	10	7	6 months	40 days	3	3	1	1		
3. Application/Issuance of Provisional Authority for Certificate of Public Convenience	20	20	6mos.	40 days	3	3	15	15	Appln.Fee = P10,000.00 CPC Cert. = P500.00	Appln.Fee = P10,000.00 CPC Cert. = P500.00

STREAMLINING AND PROCESS IMPROVEMENT OF NWRB'S FRONTLINE SERVICES										
NAME OF SERVICES (1)	Number of Steps (2)		TURNAROUND TIME (3)		NUMBER OF SIGNATURES (4)		NUMBER OF REQUIRED DOCUMENTS (5)		TOTAL TRANSACTION COST INCURRED BY THE TRANSACTIONING PUBLIC/ CLIENT (6)	
	Actual	Target	Actual	Target	Actual	Target	Actual	Target	Actual	Target
COMPLEX										
4. Issuance of Water Availability Certification	12	10	7.6 days and 2 min	4days	4	3	3	3	P2,500.00	P2,500.00
5. Issuance of Water Table Depth Certification Proposed Memorial Park/ Cemetery	7	5	5 days, 1 hour and 21 minutes	5 days, 1 hour and 21 minutes	5	3	5	5	P5,000.00	P5,000.00
6. Calibration of Water Meter	5	4	28 min/meter	18 min/meter	1	1	2	2	Testing fee of P100.00 for meter sizes from ½" to 1"	Under review
7. Issuance of NWRB Certification Relative to PEZA Registration	12	10	7.6 days, 2 min	4days	4	3	4	4	P1,000	P1,000
SIMPLE										
8. Issuance of Permit to Drill for Observation Monitoring Deep wells	3	3	53 min	53 min	4	3	1	1	P 1,000.00 per well	P 1,000.00 per well
9. Issuance of NWRB Endorsement Relative to SEC Registration	4	4	3 days, 2 hrs.	3 days, 2 hrs.	3	3	2	2	P 500.00	P 500.00
10. Registration of Well Driller	8	5	One (1) hour and 36 mins.	One (1) hour and 36 mins.	5	3	8	8	P5,000.00 Partnership/Corporation P2,500.00 Individual	P5,000.00 Partnership/Corporation P2,500.00 Individual
11. Registration for Domestic Use	4	Online Registration	1 hr & 8 min	Online Registration	4	Online Registration	4	Online Registration	P 100.00	Free
12. Issuance of Statement of Account	3 (walk-in), 4 (non-walkin)	3 (walk-in), 4 (non-walkin)	3 min per permit (walk-in), 4 days per 100 SOA (non walk-in)	2 min per permit (walk-in), 2 days per 100 SOA (non walk-in)	3	2	1	1	N/A	N/A
HIGHLY TECHNICAL	20 Days									
COMPLEX	7 Days									
SIMPLE	3 Days									

RESOLVED FURTHER, that for highly technical services which involves multiple-stages, specifically the Issuance of Conditional Water Permits and Provisional Authority for Certificate of Public Convenience as well as resolutions of water use conflict cases and petitions without opposition, the turnaround time shall be within forty days (40) days;

RESOLVED FURTHERMORE, that the filing of verified protest against an application for Water Permit or Certificate of Public Convenience shall automatically suspend the Conditional Water Permit and/or Provisional Authority for Certificate of Public Convenience until the resolution of the protest. Instead, the internal rules and procedures as provided for under the Citizen's Charter shall prevail;

The NWRB shall not be held liable for the expenditures incurred in the drilling of wells, construction of weirs, diversion canals, or any other infrastructure alike necessary in the operation of its intended use for issued Conditional Water Permit;

In the case of the issued Provisional Authority on water utility operation, the rates to be initially adopted shall be the proposed tariff unless upon initial review of the documents filed, the NWRB technical staff shall have determined that a substantially lower rate should be issued;

The Provisional Authority is valid for six (6) months from the date of issuance/approval thereof and is extendible for another six (6) months depending on the issuing Office or the necessity. The validity of the Provisional Authority shall be automatically revoked upon the issuance of the Certificate of Public Convenience;

As a general rule, the NWRB shall not accept any application with deficient or incomplete documentary requirements. However, if during evaluation a deficiency or inconsistency has been discovered which can be rectified, the processing period shall be suspended upon due notification to the Applicant. In such a case, the processing time shall only commence once the Applicant has rectified the deficiency and manifested such compliance.

RESOLVED FINALLY, that the adopted streamlining and process improvements shall be periodically reviewed and harmonized with existing special laws and/or Implementing Rules and Regulations. The same shall be reflected in the updating of the agency's Citizens' Charter.

This Resolution supersedes all NWRB Resolutions issued which are incompatible or inconsistent with the provisions herein.

IN WITNESS THEREOF, we set our hand this day of July 31, 2019 in the City of Quezon, Philippines.

Sec. ROY A. CIMATU (DENR)
Rep: Usec. Analiza R. Teh
Chairman



Sec. ERNESTO M. PERNIA (NEDA)

Rep: DDG Rolando G. Tungpalan
Vice-Chairman

Members:



Sec. MENARDO I. GUEVARRA (DOJ)

Rep: Asst. Chief State Counsel Ruben F. Fondevilla



Sec. FORTUNATO T. DE LA PEÑA (DOST)

Rep: Engr. Eduardo V. Manalili



Dr. ROBERTO S. SORIANO (UP-NHRC)